


16.1.1 BUS OR TRANSIT SERVICES: CITIZENS RATING “EXCELLENT” OR “GOOD”

BENCHMARK		2006 ACTUAL	2010 ACTUAL	2012 ACTUAL	2014 ACTUAL	2016 ACTUAL	2018 TARGET	2018 ACTUAL	2020 TARGET
	CoW Lower	35%	40%	28%	37%	28%	40%	29%	40%


Performance Measure Description

- Wichita commissioned the National Citizen Survey to conduct a resident survey in 2006, 2010, 2012, 2014, 2016, and 2018.
- A future survey will be conducted in 2020.
- The percentage of respondents rating bus or transit services excellent or good is lower than peer National Citizen Survey participants.

Factors Impacting Outcomes

- Possible responses are "Excellent," "Good," "Fair," or "Poor."
- This outcome is unlikely to change appreciably unless service levels change.

16.1.2 EASE OF BUS TRAVEL: CITIZENS RATING “EXCELLENT” OR “GOOD”

BENCHMARK		2006 ACTUAL	2010 ACTUAL	2012 ACTUAL	2014 ACTUAL	2016 ACTUAL	2018 TARGET	2018 ACTUAL	2020 TARGET
	CoW Lower	29%	31%	26%	21%	21%	35%	22%	40%


Performance Measure Description

- Wichita commissioned the National Citizen Survey to conduct a resident survey in 2006, 2010, 2012, 2014, 2016, and 2018. A future survey will be conducted in 2020.
- The percentage of respondents rating ease of bus travel as excellent or good is lower than peer National Citizen Survey participants.

Factors Impacting Outcomes

- Possible responses are "Excellent," "Good," "Fair," or "Poor."
- This outcome is unlikely to change appreciably unless service levels change.

16.1.3 PERCENT USING BUS SERVICE AT LEAST ONCE

BENCHMARK		2006 ACTUAL	2010 ACTUAL	2012 ACTUAL	2014 ACTUAL	2016 ACTUAL	2018 TARGET	2018 ACTUAL	2020 TARGET
	CoW Lower	14%	16%	17%	14%	15%	30%	16%	40%


Performance Measure Description

- Wichita commissioned the National Citizen Survey to conduct a resident survey in 2006, 2010, 2012, 2014, 2016, and 2018. A future survey will be conducted in 2020.
- The percentage of respondents reporting using bus service is lower than peer National Citizen Survey participants.

Factors Impacting Outcomes

- This outcome is unlikely to change appreciably unless service levels change.

16.1.4 EXPENDITURES FOR CLAIMS PER MILLION MILES DRIVEN

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	\$0	\$56,728	\$17,954	\$15,809	\$43,428	\$100,138	\$153,521	\$97,969	\$11,426	\$11,340	\$11,340


Performance Measure Description

- Expenditures for claims include settlements for damages. Types of claims include vehicle damage, property damage, and personal injury.
- This is a lagging indicator, as expenditures for claims are recorded in the year that the settlement is paid. In most cases, this is not in the same year that the tort occurred.
- This measure indicates magnitude of losses; a very large settlement will drive up the outcome.

Factors Impacting Outcomes

- In 2017, eleven claims were paid, including one for \$175,000. All other claims were \$15,000 or less.
- In 2018, multiple claims were paid, including one claim of \$200,000.

16.2.1 BUS PASSENGERS PER VEHICLE REVENUE HOUR

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	24.0	18.6	15.6	14.9	10.6	10.8	12.0	11.4	13.0	14.5	14.5


Performance Measure Description

- Revenue hours are a sum of all time that fixed route service operates during the year.

Factors Impacting Outcomes

- As the price for gasoline fluctuates ridership is effected.
- Routes were reviewed and altered in 2016 to address ridership needs. Trips became more direct for some passengers, reducing the need for transfers, so passengers per revenue hour also dropped that year.
- As hours of service or frequencies are increased, revenue hours will increase. Ridership typically does not increase proportionally to revenue hours and can take up to 18 months to develop.

16.2.2 BUS ON-TIME PERFORMANCE

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	100%	71.3%	72.9%	76.4%	72.4%	82.0%	85.0%	85.0%	85.0%	85.0%	85.0%


Performance Measure Description

- This measure defines on-time performance as arrival at a time point less than one minute early or up to five minutes late.
- When a bus is running early, the driver must stop at a time point until the scheduled time is met. This is more likely during off-peak times when traffic is lighter.

Factors Impacting Outcomes

- Factors that impact performance are: the route schedule, bus driver behavior, location of AVL trigger boxes, and external factors like construction, weather and railroad crossings.
- The system was transitioned to a designated stop system March 2016.
- In 2016, 6.0% of arrivals were ahead of schedule and 21.6% arrivals were late. A major route structure change caused schedules to be inaccurate at certain time points causing on-time performance to suffer.
- In 2017, on-time performance increased by nearly 10% due mainly to schedule refinements.
- In 2018, the on-time performance measure was updated to reflect best practices and increased prioritization on increasing ridership.

16.2.3 CHARGEABLE BUS COLLISIONS PER 100,000 MILES

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	1.00	1.36	0.72	0.76	0.73	1.51	0.79	1.23	0.63	0.58	0.58


Performance Measure Description

- All chargeable collisions are included.
- Chargeable collisions are those for which Wichita Transit is at fault regardless of injury or cost of damage.

Factors Impacting Outcomes

- Chargeable bus collisions increased in 2017. Training has been identified as an area to focus on in order to bring accident levels down.
- Training, re-training, and ongoing training all impact how operators drive daily.

16.2.4 BUS OPERATOR OVERTIME HOURS AS A PERCENTAGE OF REGULAR HOURS

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	10.0%	8.7%	16.0%	19.4%	16.0%	14.2%	10.0%	14.0%	10.0%	10.0%	10.0%


Performance Measure Description

- Bus operators work 40 hours in a week period to achieve full-time work status. A full staffing level for bus operators is 69 operators in 2017.

Factors Impacting Outcomes

- Operators can take three months or longer to hire and train, so if staff levels fall, overtime may be needed to cover routes until new operators can be trained. Every piece of work must be filled everyday.
- Operators on light duty or extended leave can make the number of operators available below the number needed, resulting in overtime.

16.2.5 BUS FARES AS A PERCENTAGE OF OPERATING EXPENSES

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	27%	15.4%	17.2%	18.9%	14.4%	14.3%	17.9%	15.7%	20.0%	20.0%	20.0%


Performance Measure Description

- This measure demonstrates the degree that transit fixed route operations are offset by farebox receipts. The Transit Operating Budget is also funded by a transfer from the City of Wichita General Fund, state and federal grants, and smaller streams of revenue, such as advertising.
- The base rate for bus fares is \$1.75; passes are also available.

Factors Impacting Outcomes

- In 2014, bus fixed route fares and operating expenses were separated from paratransit fare and operating expenses. Paratransit has a much lower recovery rate than fixed route causing a bump in the recovery rate for bus fixed route.
- The change in service and fare structure in 2016 caused an initial decrease in farebox recovery that year. Increased service in 2017 are expected to cause another drop in the farebox recovery due to additional costs. Typically, positive results can take 18 months to materialize.

16.3.1 WICHITA ADA TRIPS PER VAN REVENUE HOUR

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	2.41	2.14	2.26	2.30	2.29	2.44	2.40	2.49	2.40	2.40	2.40


Performance Measure Description

- Paratransit routes operate per the scheduling system and run approximately 20 vans per day. Revenue hours are the sum of all time that paratransit route services operate during the year.

Factors Impacting Outcomes

- Wichita Transit offers origin-to-destination paratransit services within the Wichita city limits. As the City limits expand, trips per revenue hour can become more inefficient.
- Scheduling capability and the number of group rides requested can greatly affect the rides per hour.

16.3.2 PERCENTAGE OF ON-TIME PICK-UPS

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	90.0%	95.2%	96.5%	96.8%	97.0%	96.9%	97.0%	97.0%	97.0%	97.0%	97.0%


Performance Measure Description

- Paratransit services operate from 5:30am—7:30 pm weekdays and 5:30 am—6:30 pm on Saturdays. Riders are given a 30 minute window in which they can be picked up.

Factors Impacting Outcomes

- External factors such as traffic or weather conditions can effect driver schedules as well as pick-up and drop-off location conditions (e.g. how long it takes for passengers to get to and in the van).
- If paratransit riders are medically unable to be picked up within their pick-up window, a paratransit van must pick them up when they are physically able to ride in the van (example: recovering from dialysis treatment may take longer than expected).

16.3.3 PERCENTAGE OF PARATRANSIT TRIPS DENIED

BENCHMARK		2012 ACTUAL	2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	0%	0.47%	0.41%	1.00%	0.02%	0.00%	0.63%	0.00%	0.56%	0.00%	0.00%	0.00%


Performance Measure Description

- Trips are scheduled by scheduling personnel through call-in appointments. Pick-ups must be scheduled a day in advance.
- Riders must meet qualifications to be scheduled for paratransit trips.

Factors Impacting Outcomes

- Scheduled rides have increased from around 280 per day to 320 per day since 2016. Most of the increase is not due to new riders, but to current riders taking more trips. Capacity issues have resulted, but more efficiently optimized scheduling has helped to keep the denial rate low.
- Rides can be negotiated to available times. If the rider does not take the negotiated time slot, the trip is considered denied.

16.3.4 CHARGEABLE VAN COLLISIONS PER 100,000 MILES

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	1.00	1.07	0.50	0.81	0.59	1.60	0.71	1.26	0.69	0.67	0.65


Performance Measure Description

- All chargeable collisions are included.
- Chargeable collisions are those for which Wichita Transit is at fault regardless of injury or cost of damages.

Factors Impacting Outcomes

- Chargeable bus collisions increased in 2017. Training has been identified as an area to focus on in order to bring accident levels down.
- Training, re-training, and ongoing training all impact how operators drive daily.

16.3.5 VAN DRIVER OVERTIME HOURS AS A PERCENTAGE OF REGULAR HOURS

BENCHMARK		2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	6%	12.9%	11.9%	13.0%	8.0%	15.0%	8.0%	8.0%	8.0%


Performance Measure Description

- Van Drivers work 40 hours in a week to achieve full-time work status. A full staffing level for van drivers is 20 drivers, though 26 van drivers are authorized in the budget in the case that the need for mandatory rides increases.
- This was a new measure for 2014.

Factors Impacting Outcomes

- All van runs must be filled each day, so if any van drivers are on extended leave or rides increase on certain days, overtime is needed to meet the demand.
- Regulations do not permit trip denials due to capacity constraints, therefore routes must be added as necessary to meet demand.

16.4.1 BUS VEHICLE MILES PER ROAD CALL

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	2,500	1,751	1,773	2,811	3,346	4,313	3,870	5,478	3,870	4,117	4,250


Performance Measure Description

- A road call is defined as any time a bus is traded out or fixed due to mechanical reasons.
- Trade-outs can occur on a route or at the Transit Center.
- Non-mechanical fixes (such as custodial calls) or minor farebox repairs are excluded from the definition.
- Definition was changed in 2013 to include Transit Center trade-outs.

Factors Impacting Outcomes

- As vehicles reach their life cycles in years and vehicle miles logged, maintenance becomes more frequent and expensive. Vehicles also become less dependable and are at higher risk for road calls. Newer vehicles go more miles without road calls.
- Preventative maintenance measures can reduce road calls.

16.4.2 MAINTENANCE OVERTIME HOURS AS A PERCENTAGE OF REGULAR HOURS

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	6.0%	4.8%	11.8%	9.9%	10.4%	3.9%	6.0%	3.0%	6.0%	6.0%	6.0%


Performance Measure Description

- Mechanics work 40 hours in a week to achieve full-time work status. A full staffing level for the maintenance division is 23 employees, including supervisors and administrative staff. Maintenance employees are available during all times Transit vehicles operate.

Factors Impacting Outcomes

- Maintenance division experienced a high level of turnover in 2014 and 2015. Overtime was used to cover vacant positions. In 2017, the maintenance division averaged only one vacant position, which greatly impacted the overtime hours.

16.4.3 PREVENTATIVE MAINTENANCE ITEMS COMPLETED AS A PERCENTAGE OF ITEMS SCHEDULED

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	100.0%	93.0%	90.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%


Performance Measure Description

- Regularly scheduled and unexpected maintenance items are scheduled between two maintenance shifts. Maintenance employees are available during all times Transit vehicles are scheduled to operate.

Factors Impacting Outcomes

- A new maintenance management system was implemented in 2016 and has increased the efficiency in preventative maintenance scheduling.

16.4.4 AVERAGE AGE OF TRANSIT BUS FLEET

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	6.0	9.4	8.2	6.6	7.4	6.2	5.2	5.7	5.2	4.0	4.0


Performance Measure Description

- The average age of the bus fleet is an average of the age of all buses and trolleys.
- Buses that are 35 feet or longer have a useful life of 12 years and buses less than 35 feet have a useful life of 10 years. The average age of the fleet should be around 6 years to ensure dependability of service.

Factors Impacting Outcomes

- As service levels change, the number of spares needed will change. In smaller fleets, changing the total number of buses can change the average fleet age quickly because older buses are more likely to be disposed of in the case of service reductions, and new buses are likely to be purchased in the case of service expansion.
- Spreading out replacement purchases or making replacement purchases in large numbers will effect the average age of the fleet. When large numbers of vehicles are purchased together, they will age together causing the average fleet age to vary year to year. When replacements are spread evenly, fleet age will stay steady.

16.5.1 PERCENTAGE OF AVAILABLE PARKING SPACES USED DURING EVENTS

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	50%	22%	27%	26%	23%	32%	29%	29%	29%	29%	29%


Performance Measure Description

- Measure is an indicator of the adequacy for paid parking spaces available during downtown events.
- The goal of this program is to ensure that event attendees do not have to adjust parking plans due to inadequate availability.

Factors Impacting Outcomes

- Event attendee parking options, such a free or lower fee options.
- Number and proximity of parking lots and spaces made available for events.
- Quantity of event attendees requiring parking spaces.

16.5.2 PERCENTAGE OF AVAILABLE ADA PARKING SPACES USED DURING EVENTS

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	90%	10%	19%	19%	19%	20%	21%	TBD	21%	21%	TBD


Performance Measure Description

- Measure is an indicator of the adequacy of ADA parking spaces available during downtown events.
- The goal of this program is to ensure that event attendees do not have to adjust parking plans due to inadequate availability.

Factors Impacting Outcomes

- Event attendee parking options, such a free or lower fee options.
- Number and proximity of parking lots and spaces made available for events.
- Quantity of event attendees requiring ADA parking spaces.
- The percentage of event attendees who are eligible for ADA parking impacts the outcome.

16.5.3 DIRECT COST RECOVERY: DOWNTOWN PARKING FUND

BENCHMARK		2013 ACTUAL	2014 ACTUAL	2015 ACTUAL	2016 ACTUAL	2017 ACTUAL	2018 TARGET	2018 ACTUAL	2019 TARGET	2020 TARGET	2021 TARGET
	100%	145%	169%	132%	123%	108%	100%	100%	100%	100%	100%


Performance Measure Description

- Percentage of costs associated with downtown parking functions, including policing, that are recovered by parking revenue. Excludes debt service.

Factors Impacting Outcomes

- The target is for parking revenue to be equal to the costs of providing and managing the downtown parking function without either a loss or gain being recognized.
- Terms of third-party parking lot contracts directly impacts the outcome.

16.5.4 PUBLIC PARKING: PERCENT RATING "EXCELLENT" OR "GOOD"

BENCHMARK		2006 ACTUAL	2010 ACTUAL	2012 ACTUAL	2014 ACTUAL	2016 ACTUAL	2018 TARGET	2018 ACTUAL	2020 TARGET
	CoW Similar	30%	38%	41%	44%	44%	45%	55%	49%

Performance Measure Description

- Survey of Wichita residents was commissioned in 2006, 2010, 2012, 2014 2016, and 2018.
- Expect to re-survey citizens in 2020.
- Survey was conducted by the National Research Center

Factors Impacting Outcomes

- Possible responses are "Excellent," "Good," "Fair," or "Poor." "Don't Know" responses are excluded.
- Availability of parking, as well as promotion of downtown parking through the downtown parking website can affect this outcome.
- Steadily increasing outcome since 2006 is related to the high availability of parking (Measure 2.5.1).